APS 5-6 Interpersonal Communication Skills for Impact & Influence



8 Feb | Online

Unlock the power of effective verbal and non-verbal communication

- Maximise impact through body language, tone of voice and tailored messaging
- · Build quick, genuine connections with active listening and persuasive techniques
- Presentation skills to creating a lasting impact
- · Overcome communication challenges with emotional management and conflict resolution skills

THE AGENDA

Workshop

8 FEB | 9:00 - 4:30

- Verbal and non-verbal strategies to maximise impact
- Communication skills 1: Building a connection
- · Communication skills 2: Making an impact
- Overcoming communication barriers and managing challenging situations

YOUR FACILITATOR

With a vast array of experience across the public sphere and Law Societies in both the UK and Australia, Giles implemented industry firsts that led to unprecedented reductions in complaints against accredited law practices. As a speaker and facilitator, Giles' client-centred approach makes for engaging, practical and relevant content.



Giles Watson
Director
CX Training

GROUP DISCOUNTS

3 - 4 Attendees

15%

5 - 7 Attendees

20%

8 - 9 Attendees

25%

10+ Attendees

30%

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Early Bird

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BOOKING FORM Event Reference: APIC0224A - O Priority Code: I

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GROUP DISCOUNTS	3 - 4 attendees 15%	5 - 7 attendees 20%	8 - 9 attendees 25%	10+ attendees 30%	No. of Attendees	Total incl. GST	
Early Bird rates. Discount	s cannot be applied retros	pectively and must be claimed at the	time of booking. Liquid Lea	apply to standard rates only. arning Group reserves the rig	Group discounts are not applicable to Ray	oid Action, Value Plus, Super Saver and cion's eligibility for discounts.	
Note: All prices listed in Australian Dollars. Course materials included. Registration Options are per person only.							
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